TRICARE Lealth Matters

ISSUE 2: 2013 A PUBLICATION FOR TRICARE® OVERSEAS BENEFICIARIES

TRICARE Covers Medications To Help You Quit Smoking

Smoking can cause heart disease, lung disease and cancer. It can also increase your chances for hospitalizations, missed workdays, failed fitness evaluations and impaired night vision. Knowing these facts, you may want to quit, but quitting can be hard. It typically takes several attempts to quit smoking. To help you quit, TRICARE covers smoking-cessation medications including prescription and over-the-counter (OTC) medications. Covered smoking-cessation medications are available at no cost through military treatment facility (MTF) pharmacies and TRICARE Pharmacy Home Delivery. Smoking-cessation medications are not covered when purchased at retail pharmacies.

Covered smoking-cessation medications are available in the United States for all TRICARE beneficiaries age 18 and older (who are not eligible for Medicare). Overseas, the medications are available to active duty service members and their dependents (who are enrolled in TRICARE Overseas Program Prime) at MTF pharmacies and through home delivery (where available) including in the U.S. territories of Guam, Puerto Rico and the U.S. Virgin Islands.



You must have a prescription from a TRICARE-authorized provider for any smoking-cessation medication including OTC medications. You do not need to be diagnosed with a smoking-related illness to use smoking-cessation medications.

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Filing Claims with Your New Department of Defense Benefits Number

The Department of Defense (DoD) is removing Social Security numbers (SSNs) from uniformed services identification (ID) cards, including the Common Access Card (CAC), as part of the continued effort to protect the privacy and security of TRICARE's 9.6 million beneficiaries. Ten-digit DoD numbers replace SSNs. If you have DoD benefits, (e.g., health care, commissary privileges, exchange privileges), an 11-digit DoD Benefits Number (DBN) is also printed on the back of the ID card. This is a unique number

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TRICARE Covers Medications To Help You Quit Smoking

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TRICARE covers the following smoking-cessation medications at no cost to you:

- Varenicline tablets (brand name Chantix)
- Bupropion SR tablets (brand name Zyban and generics)
- Nicotine nasal spray (brand name Nicotrol NS)
- Nicotine inhalation system (brand name Nicotrol)
- Nicotine transdermal system patch (brand names Nicoderm CQ and Habitrol)
- Nicotine gum (brand names Nicorette, Nicorelief, and generics)
- Nicotine lozenge (brand names Nicorette, Commit, and generics)

If you plan to fill your smoking-cessation medication prescription at an MTF pharmacy, please call ahead to check availability and to see if your MTF requires participation in a smoking-cessation program or class.

TRICARE limits coverage of smoking-cessation medication based on "quit attempts." Use of smoking-cessation medications for 120 days is considered one quit attempt. TRICARE covers two quit attempts each year, but may cover a third quit attempt with a physician's justification. If you also receive smoking-cessation counseling that overlaps your covered medication use by at least 60 days, it is considered a single quit attempt.

For more information and resources to help you quit tobacco, visit www.tricare.mil/quittobacco, www.ucanquit2.org or call your regional contractor's Smoking Quitline:

- TRICARE North Region—Smoking Quitline: 1-866-459-8766
- TRICARE South Region—Smoking Quitline: 1-877-414-9949
- TRICARE West Region—Smoking Quitline: 1-888-713-4597
- TRICARE Overseas Region—Access the live chat 24 hours a day, 7 days a week on www.ucanquit2.org. ★

Emergency Care vs. Urgent Care

Sometimes it is difficult to know when to seek emergency care services or urgent care services. Below are some examples of emergency and urgent care situations to help you identify what type of care you need. ★

Emergency Care	Urgent Care
TRICARE defines an emergency as a serious medical condition that the average person would consider to be a threat to life, limb, sight or safety.	TRICARE defines urgent care as medically necessary treatment for an illness or injury that would not result in further disability or death if not treated immediately but
Examples of emergencies include:	that requires professional attention within 24 hours.
No pulse	Examples of urgent care include:
Severe bleeding	• Minor cuts
Spinal cord or back injury	Migraine headache
Chest pain	Urinary tract infection
Severe eye injury	• Sprain
Broken bone	Earache
Inability to breathe	• Rising fever

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Moving Made Easy: TRICARE Overseas Program Prime Is Portable

RICARE Overseas Program (TOP) Prime and TOP
Prime Remote coverage is portable. It's simple to transfer
your TOP Prime or TOP Prime Remote enrollment when you
move within your overseas area, to a new TRICARE overseas
area or to the United States. Active duty service members
(ADSMs) and their families may transfer their TOP Prime
or TOP Prime Remote enrollment as often as needed.

If you are an ADSM or active duty family member (ADFM) moving to a new location, the easiest way to transfer your TRICARE Prime enrollment is to call your current TOP Regional Call Center to begin the process. If you are moving to a new region (either overseas or stateside), your information will be sent to your new TOP Regional Call Center or stateside regional contractor, who will follow up with you to complete the enrollment transfer after you arrive at your new location.

Your new regional contractor will also assign a primary care manager (PCM) best suited to your needs and the location of your work or home. If you are a TOP Prime Remote enrollee and you do not have a PCM assigned, your TOP Regional Call Center will coordinate your care in conjunction with your primary care physician, with International SOS Assistance, Inc. acting as your PCM, for referral and prior authorization management.

This enrollment transfer option is only available to ADSMs and ADFMs with TRICARE Prime, TRICARE Prime Remote, TRICARE Prime Remote for Active Duty Family Members, TOP Prime or TOP Prime Remote.

Note: ADSMs must enroll in a TOP Prime or TOP Prime Remote option overseas. ADFMs must be command-sponsored to enroll in a TOP Prime or TOP Prime Remote option overseas.

If you need care before your transfer is processed, contact the TOP Regional Call Center or regional contractor for the region you are moving from for referral and prior authorization information. If you prefer to call your new TOP Regional Call Center or regional contractor upon arrival at the new location, then your contractor can transfer your TRICARE Prime enrollment at that time. For TOP Regional Call Center contact information, see the back page of this issue. For more information about moving with TRICARE, visit www.tricare.mil/moving.

Note for beneficiaries moving to the United States:

ADFMs who make a permanent change-of-station move to the United States remain enrolled in TOP Prime or TOP Prime Remote for a maximum of 60 days from the date of leaving the overseas area. If you do not enroll in stateside TRICARE Prime or TRICARE Prime Remote within 60 days after leaving your overseas area, you are automatically disenrolled and your coverage converts to TRICARE Standard and TRICARE Extra (note that TRICARE Extra is only available in the United States). Before you move, notify your TOP Regional Call Center. This action protects you from incurring unnecessary costs for unexpected health care needs while traveling to your new U.S. location. Call the TOP Regional Call Center and select option 4 for the Global TRICARE Service Center or send an e-mail to TRICAREOverseasGTSC@internationalsos.com. ★

Filing Claims with Your New Department of Defense Benefits Number

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that ensures your records are clearly aligned with your treatments. You can find the DBN above the bar code on the back of your uniformed services ID card or CAC.

Health care, pharmacy and dental claims can be submitted using the sponsor's SSN or DBN, or the beneficiary's DBN (eligible former spouses should use their own SSN or DBN, not the sponsor's). Claims cannot be processed using the 10-digit DoD number on the front of the ID card.

Note: You do not need to make a special trip to update or renew your ID card until it is 30 days from expiration. The replacement process is expected to last several years, until all current DoD ID cards are replaced as they come up for renewal. Until all cards are updated, you can use both SSNs and DBNs to submit claims and verify TRICARE eligibility. Your health care providers and pharmacists will be able to access your benefits using either your SSN or DBN. For more information, visit www.tricare.mil/ssn. ★

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TRICARE Resources Online

on the TRICARE website, you have access to a variety of resources that offer the latest information about your TRICARE Overseas Program (TOP) benefit.

The TRICARE SMART Site is your source for TRICARE educational materials online. This site allows you to view, print or download copies of TRICARE briefings, fact sheets, handbooks and other materials. To learn more, visit the online publications page at www.tricare.mil/smart.

Planning to travel? Use the SMART Site to download the *TRICARE Overseas Program Passport*, a 24-page, passport-sized guide that provides a summary of TOP. You can also download the *TRICARE Contact Wallet Card* before you travel. The wallet card contains valuable stateside and overseas contact information and is small enough to keep with you at all times. To access the passport and wallet card, visit www.tricare.mil/smart.

Whether you live or travel overseas, finding a doctor is just a click away. You can quickly find a provider in your area using the online search tools at www.tricare.mil/findaprovider and www.tricare-overseas.com. If you are a TOP Prime



beneficiary, you can also contact your TOP Regional Call Center and select option 3 for health care finder assistance or to locate military treatment facilities and host nation providers in your area. TOP Prime Remote beneficiaries can contact the TOP Regional Call Center and select option 1 for Medical Assistance or for help finding a remote network provider.

Sign Up for E-mails from TRICARE

et the most recent news and information from TRICARE delivered directly to your e-mail inbox. You can sign up to receive e-mail updates about health, dental and pharmacy benefit changes; *TRICARE Overseas Program Health Matters* newsletters; health and disaster alerts; updates on the Philippine Demonstration; and news about healthy-living tools such as smoking-cessation resources. Sign up by visiting www.tricare.mil/subscriptions and providing your e-mail address, then select the topics you are interested in.

MilConnect is a website of the Defense Manpower Data Center that enables sponsors, spouses and their children (age 18 and older) to access their health care information, program eligibility, personnel records and other information from a centralized location. Sign up to receive your regular benefit communications by e-mail instead of postal mail at http://milconnect.dmdc.mil. ★

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Enrolling Newborns and Adopted Children in TRICARE Overseas Program Prime

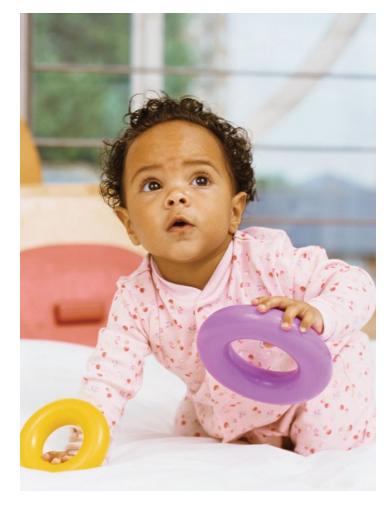
verseas, children are automatically covered under TRICARE Overseas Program (TOP) Prime or TOP Prime Remote for the first 120 days after birth or adoption, as long as one other family member is enrolled in one of these programs.

If you are a new parent, you must take both of the following steps within 120 days after your child's birth or adoption to ensure that your child has continuous TOP Prime or TOP Prime Remote coverage:

- 1. Register your child in the Defense Enrollment Eligibility Reporting System (DEERS) at a uniformed services identification (ID) card-issuing facility. A birth certificate or certificate of live birth from the hospital is required. If your child is not registered in DEERS within one year after the date of birth or adoption, DEERS shows "loss of eligibility," and the child is no longer TRICARE-eligible until registered in DEERS.
- 2. Enroll your child in TOP Prime or TOP Prime Remote within 120 days after birth or adoption by submitting a *TRICARE Prime Enrollment, Disenrollment, and Primary Care Manager (PCM) Change Form (DD Form 2876)* to your TOP Regional Call Center or local TRICARE Service Center (TSC). If your child is not enrolled by day 121, TRICARE will process all future claims under TOP Standard (resulting in higher costs) until you enroll your child in a TOP Prime option.

Note: You must complete DEERS registration **before** you enroll your child in TOP Prime or TOP Prime Remote. Contact your TOP Regional Call Center or TSC for enrollment assistance.

If no family member is enrolled in TOP Prime or TOP Prime Remote at the time of your child's birth or adoption, he or she is automatically covered by TOP Standard. Coverage is continuous as long as you register your child in DEERS within 365 days after birth or adoption.



For more information on DEERS registration for your newborn or adopted child, contact or visit your military personnel office or uniformed services ID card-issuing facility, or call the Defense Manpower Data Center Support Office at 1-800-538-9552. To find a list of uniformed services ID card-issuing facilities, visit www.dmdc.osd.mil/rsl. For DEERS information, visit www.tricare.mil/deers.

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Submit Proof of Payment with Overseas Claims

Proof of payment is required for all overseas health care and pharmacy claims, including claims for care received when traveling overseas. Proof of payment is necessary for TRICARE to validate claims and safeguard benefit dollars. You can help ensure that your overseas claims are processed accurately and in a timely manner by indicating at the top of your TRICARE/DoD CHAMPUS Medical Claim—Patient's Request for Medical Payment form (DD Form 2642) if you paid the provider directly.

When submitting your *DD Form* 2642, you should also include an itemized bill or invoice, diagnosis describing why you received medical care and/or an explanation of benefits from your other health insurance, if applicable. A canceled check or credit card receipt showing payment for medical supplies or services often satisfies the requirement. If you paid for care or supplies in cash, TRICARE may ask for proof of withdrawal from your bank or credit union and a receipt from your provider.

If you have questions regarding proof-of-payment requests, claims submissions or the status of a submitted claim, contact your TRICARE Overseas Program Regional Call Center and select option 2 for claims assistance. For more information, visit www.tricare.mil/claims. *

In Limited Circumstances, TRICARE Covers Abortions

TRICARE covers abortions only when:

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- The pregnancy is the result of rape or incest, or
- The life of the mother would be at risk if the mother were to carry the pregnancy to term

Note: The doctor must note the reason for the abortion in the patient's medical record.

TRICARE covers all medically and psychologically necessary services and supplies related to a covered abortion when using TRICARE-authorized providers.

If you have questions about TRICARE-covered benefits and claims processing, contact your TRICARE Overseas Program Regional Call Center. ★

TRICARE OVERSEAS PROGRAM CONTACT INFORMATION

International SOS Assistance, Inc.

www.tricare-overseas.com

Eurasia-Africa

TOP Regional Call Center¹

+44-20-8762-8384 (overseas) 1-877-678-1207 (stateside) tricarelon@internationalsos.com

Medical Assistance¹

+44-20-8762-8133

Latin America and Canada

TOP Regional Call Center¹

+1-215-942-8393 (overseas) 1-877-451-8659 (stateside) tricarephl@internationalsos.com

Medical Assistance¹

+1-215-942-8320

Pacific

TOP Regional Call Centers1

Singapore:

+65-6339-2676 (overseas) 1-877-678-1208 (stateside) sin.tricare@internationalsos.com

Sydney:

+61-2-9273-2710 (overseas) 1-877-678-1209 (stateside) sydtricare@internationalsos.com

Medical Assistance¹

Singapore: +65-6338-9277 Sydney: +61-2-9273-2760

Report Fraud and Abuse

1-877-342-2503 (toll-free) +1-215-354-5020 (direct)

+1-215-354-2395 (fax)

TOPProgramIntegrity@internationalsos.com

1. For toll-free contact information, visit www.tricare-overseas.com. Only call Medical Assistance numbers to coordinate overseas emergency care or for help finding a remote network provider.

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